



State Controller's Office
Personnel/Payroll Services Division
Ad Hoc Committee on Human Resources

March 28, 2019

Program Management and Analysis Bureau (PMAB)

❖ **Affordable Care Act (ACA) – Megan Vinson**

- The ACAS Training Module is now posted to the SCO's public website:
<http://cacontrollers.adobeconnect.com/p1mhxq1z9cwr/>
- Changes to the Covered CA Notice Processing:
 - The new process will no longer require research and work from the departments. Departments and campuses will be responsible for collecting any notices received and mailing them to the State Controller's Office, ACA Unit. The SCO will then mail a generic notice to employees stating that if they were offered benefits through their employer and received an Advanced Premium Tax Credit, they need to update their Covered CA application.

Personnel and Payroll Services Bureau

❖ **Statewide Customer Contact Center (SCCC) - Nastassja Johnson**

- Meeting notes are now available on our [website](#).
- The State Controller's Office (SCO) is committed to providing the highest level of customer service possible. With that, we would like to share the reminder that we are here to service Department's and/or Campus Human Resources (HR) Offices. Employees are best served by their own Department and/or Campus HR Office, as they have a direct relationship with the employee and can best address the employee's needs. We ask that Department and/or Campus HR Offices do not share SCO's direct contact information with employees. If an employee requires HR-related assistance, please direct the employee back to his/her respective HR Representative. This will ensure that SCO can continue providing excellent customer service to Departments and/or Campus HR Offices.
- Escalation Email:
 - Reminder: Our Escalation email (PPSDOps@sco.ca.gov) is for Supervisors and Managers. You can find our [Escalation Email Guidelines](#) on our website under Human Resources.
- California Personnel Office Directory (CPOD):
 - Please update [CPOD](#) with current information.

California State Payroll System (CSPS) – Bernie Schultz

- Current State - Complete

- Future State Activities:

Completed: Personnel Administration –Submitted to Stakeholders for review Time and Attendance – Today’s submission to Stakeholders for review	Future Task: Benefit Administration Sessions 04/02 - 04/09 Payroll Sessions 04/29 – 05/09
------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------

- Future State Workflow Sessions:
 - Click here to sign up for Future State Workflow Sessions: https://sco.ca.gov/csps_future_state_workflow_sessions.html
 - Please note that if you cannot attend in person you can be added as a teleconference participant.
- Future State Workflows/Packets Completed by 5/31/19
- Mid-level and detailed requirements Completed by 5/20/19
- Market Research:
 - Lessons Learned – Canada, Idaho, Hawaii, LA County and Colorado.
 - Outstanding Lessons Learned Meetings – Oregon and Colorado.
- Vendor Outreach – April 5th, 2019
- Transformational Opportunities:
 - There are 12 transformational opportunities and they are being analyzed to assess feasibility and level of value add.